

# TAX COMPLIANCE REPRESENTATIVE

## OPEN – STATEWIDE

JJ66 – 8695

6PB44

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

<b>EXAMINATION TYPE</b>	This is an open examination. Applications for this examination will not be accepted on a promotional basis. Career credits will not be granted.
<b>LOCATION</b>	<b>This examination is administered for positions statewide in the Employment Development Department by the State Personnel Board utilizing the Internet.</b>
<b>WHO SHOULD APPLY</b>	Applicants who meet the minimum qualifications as stated below may apply and take this examination at any time. Once you have taken the Training and Experience Evaluation examination, you may not retest for nine (9) months.
<b>HOW TO APPLY</b>	<p>The Application and the Training and Experience Evaluation will be available on a continuous basis on the Internet. Applicants will respond to questions regarding their ability to meet minimum qualifications, provide their contact information, and take the Training and Experience Evaluation on the Internet.</p> <p><b>DO NOT SUBMIT A STATE APPLICATION FORM. THE APPLICATION FORM FOR THE TAX COMPLIANCE REPRESENTATIVE EXAMINATION IS CONTAINED IN THE INTERNET PROCESS.</b></p> <p>If you do not have Internet access, there are public access Internet terminals in over 150 California public libraries. Contact your local library for information as to where the nearest Internet terminal is located and the policies related to usage. <b>DO NOT</b> contact the State Personnel Board or the Employment Development Department for this information. The State Personnel Board and the Employment Development Department do not maintain an up-to-date list of library locations. The State Personnel Board Service Center, located at 801 Capitol Mall, Sacramento, CA, does have Internet terminals that are available for public use at no cost. For more information, contact the Service Center at (916) 653-1705.</p> <p>If you are not familiar with the Internet, you may have a friend or family member assist you. You may apply and take the examination on the Internet by connecting to:</p> <p><a href="http://www.spb.ca.gov/employment/exam_start.htm">http://www.spb.ca.gov/employment/exam_start.htm</a></p> <p>Follow the on-line instructions. Please note that the Internet system will be unavailable on Tuesdays between 7:00 a.m. and 1:00 p.m., Pacific Standard time, for processing and maintenance. <b>DO NOT</b> begin the application process on the Internet during this time as your record will NOT be processed. It takes approximately one hour to complete the Application and the Training and Experience Evaluation on the Internet. If you begin the examination before 7:00 a.m., be sure to allow sufficient time to complete the process.</p>
<b>MONTHLY SALARY</b>	<p><b>RANGE A: \$3106 - \$3425</b></p> <p><b>RANGE B: \$3204 - \$3708</b></p> <p><b>RANGE C: \$3841 - \$4670</b></p>
<b>SPECIAL TESTING ARRANGEMENTS</b>	If you have a disability and need special testing arrangements, call the State Personnel Board's Examination and Selection Services Section at (916) 653-1502, Telecommunications Device for the Deaf (TTY) (916) 654-6336, or via California Relay (Telephone) Service for the deaf or hearing impaired: from TTY phones: 1-(800) 735-2929, for voice phones: 1-(800) 735-2922.

**POSITION  
DESCRIPTION**

The Tax Compliance Representative (TCR) is an entry-level classification. The TCR is trained in tax laws, rules and regulations, employment tax enforcement activities, unemployment/disability overpayment provisions, outreach and/or advisory assignments, status and wage provisions of the California Unemployment Insurance Code (CUIC). The TCR learns methods to contact and interview debtors in order to effect the collection of overpayments and delinquent accounts. The TCR evaluates and determines the debtor's financial status and ability to pay. TCRs are responsible for taking voluntary and involuntary collection actions to obtain compliance with the CUIC. TCRs learn skip-tracing techniques, locate and contact individuals and businesses in an effort to collect unemployment/disability overpayments or employment taxes. TCRs make field calls to enforce the provisions of the CUIC and to conduct personalized consultations. The TCR advises and educates businesses on reporting and payment requirements, as well as specific payroll tax issues affecting them and determines the taxability of payments and/or services under the provisions of the CUIC. The TCR prepares, organizes, and conducts education and outreach activities for both external and internal customers.

**REQUIREMENTS  
FOR ADMITTANCE  
TO EXAMINATION**

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination announcement.

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other pattern to meet the total experience requirement.

**MINIMUM  
QUALIFICATIONS****EITHER I**

One year of experience in the California state service performing tax compliance duties as a Program Technician II in the Employment Development Department, Franchise Tax Board, or the Board of Equalization; or

One year of experience in the California state service performing Medi-Cal overpayment recovery duties as a Program Technician II in the Department of Health Services.

**OR II**

Six months of experience in the California state service performing Medi-Cal overpayment recovery duties as a Management Services Technician Range B, in the Department of Health Services.

**OR III**

One year of experience in one or a combination of the following:

1. Management activities, as owner or manager of a business, in the marketing, distribution, or sale of merchandise, which requires broad public or customer contacts; **or**
2. Activities as a credit manager, loan officer, or field collector with responsibilities involving the approval of loans or credit or the collection of delinquent accounts; **or**
3. Tax compliance experience in a governmental agency. **AND**

Education: Equivalent to completion of two years (60 semester hours or 90 quarter units) of college, which must include at least one course each in basic accounting and business or commercial law. Students in their second year of college will be admitted to the examination, but must produce evidence of completion before they can be considered eligible for appointment. Additional experience may be substituted for the required general education on a year-for-year basis. No substitution is permitted for the specific course work required.

**OR IV**

Equivalent to graduation from college, which must include at least one course in basic accounting; business or commercial law; and one course in either economics, business administration, or public administration. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.)

**PROOF OF  
EDUCATION**

Applicants filing under Patterns III or IV are required to provide proof that they meet the educational requirement(s) at the time of hire by providing a copy of their diploma and/or transcripts from an accredited institution. If an applicant is not able to provide proof of education from an accredited institution at the time of hire, their name will be removed from the eligible list.

**TRAINING AND  
EXPERIENCE  
EVALUATION**

The examination will consist of a Training and Experience Evaluation weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

**TRAINING AND EXPERIENCE EVALUATION - WEIGHTED 100%****A. Knowledge of:**

1. Methods and problems of organization, administration, and management.
2. Commercial law, business practices, and financial record keeping.
3. Provisions of State and tax laws administered.
4. Rules of evidence, preparation of evidence, and court procedure.
5. Interviewing techniques.
6. Methods used by violators in evading tax liability.
7. Investigation techniques and sources of information used in locating persons.
8. Methods used and remedies available for the collection of taxes.
9. Functions of Federal, State, and local tax, regulatory and law enforcement agencies.

**B. Ability to:**

1. Communicate at a level required for successful job performance.
2. Learn and operate automated equipment.
3. Learn, interpret and apply provisions of the laws, rules and regulations administered.
4. Analyze situations accurately and take effective action.
5. Interact with citizens and public officials under conditions requiring the utmost in tact and good judgment.
6. Communicate effectively in a clear and concise manner.
7. Independently conduct complex investigations and detect or verify suspected violations.
8. Work cooperatively with other enforcement agencies.

**VETERANS'  
PREFERENCE**

Veterans Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS PREFERENCE CREDITS.

**ELIGIBLE LIST  
INFORMATION**

An open merged eligible list will be established for the Employment Development Department. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retest to reestablish eligibility.

Once you have taken the Training and Experience Evaluation examination, you may not retest for nine (9) months.

**QUESTIONS?**

If you have any questions concerning this announcement, please contact:

State Personnel Board  
801 Capitol Mall  
P.O. Box 944201, Sacramento, CA 94244-2010  
(916) 653-1502, TTY (916) 654-6336  
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

## GENERAL INFORMATION

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The State Personnel Board** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

**Veterans' Preference:** California law limits the granting of veterans' preference points in open entrance examinations and open non-promotional examinations. Credits in open entrance examinations is granted as follows: 10 points for veterans, widows, or widowers of veterans, and spouses of 100 percent disabled veterans; and 15 points for disabled veterans. Credit in open non-promotional examinations is granted as follows: Five points for veterans; and 10 points for disabled veterans. Directions for applying for veterans' preference are on the Veterans' Preference Application which is available from the State Personnel Board office, written test proctors, and the Department of Veterans Affairs, P.O. Box 1559, Sacramento, CA 95807.

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# CALIFORNIA STATE PERSONNEL BOARD

P.O. BOX 944201 – 801 CAPITOL MALL  
SACRAMENTO, CA 94244-2010  
(916) 653-1502 – TTY (916) 654-6336